

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Public Safety Dispatcher I/II	Job Family: II
General Classification: Front-Line	Job Grade: 9/12

Definition: To provide effective, efficient and courteous emergency communications with the public and with personnel of City agencies.

Distinguishing Characteristics:

Public Safety Dispatcher I: This is the entry-level classification in the Communicator series and receives general direction from the Lead Communicator. This class is distinguished from the Public Safety Dispatcher II position in that the Public Safety Dispatcher I receives extensive training on computer-aided dispatch systems as well as policies and procedures related to emergency communications. Public Safety Dispatcher Is are not expected to perform with the same independence of judgment and discretion as are positions allocated to the II level. This class is typically used as a training class and employees work under immediate supervision while learning job tasks.

Public Safety Dispatcher II: This is the full journey-level class within the Communicator series. This class is distinguished from the Public Safety Dispatcher I by the assignment of the full range of duties assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise. Public Safety Dispatcher IIs are fully aware of the operating procedures and policies within the work unit. This class receives general direction from the Lead Communicator. Positions in this class are flexibly staffed and are normally filled by the advancement from the I level.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Answers all telephone calls promptly and courteously.
2. Makes rapid and accurate determination of the nature of each call and the degree, severity and location of any emergency.
3. Refers nonemergency callers to the appropriate agency or other resource.
4. Questions emergency callers to elicit complete and accurate information necessary for emergency response and enters information into the computer-aided dispatch system.

Position Title: Public Safety Dispatcher I/II

Page 2

5. Selects emergency response units in exact accordance with established user agency policies and procedures.
6. Promptly alerts response units in exact accordance with user agency policies and procedures.
7. Maintains current status on all field units.
8. Closely monitors any situation presenting a potential danger to the life or safety of field personnel and takes immediate action to dispatch assistance as required.
9. Maintains radio contact with field units and enforces proper channel control, discipline and courtesy.
10. Maintains records and logs reflecting the outcome and details of emergency incidents.
11. Participates in training and evaluation activities to establish and maintain a high level of proficiency.

In addition to the job duties for the Public Safety Dispatcher I, the Public Safety Dispatcher II:

12. Assists with training and instruction, as necessary.

Minimum Qualifications:

Public Safety Dispatcher I

Knowledge of: Telephone operation; computer terminal operation; and City agency operational policies, procedures and requirements.

Ability to: Communicate clearly and concisely with persons under extreme emotional stress; operate a computer-aided dispatch system; and type into a computer terminal at the rate of 35 words per minute.

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: Training and experience equivalent to graduation from Grade 12.

Position Title: Public Safety Dispatcher I/II

Page 3

Required Licenses or Certificates: Successful completion of the P.O.S.T. Certified Basic Police Dispatcher's course within the first year of employment. Possession of a valid California Class C driver's license.

Working Conditions: Requires working rotating shifts, including nights, weekends and holidays.

Public Safety Dispatcher II

In addition to the requirements for the Public Safety Dispatcher I:

Knowledge of: Telephone or radio equipment operation; emergency communication techniques; computer terminal operation; training and instruction techniques; and City agency operational policies, procedures and requirements.

Ability to: Operate communication and computer-aided dispatch equipment; communicate clearly and concisely with persons under extreme emotional stress; type into a computer terminal at the rate of 35 words per minute; and train and instruct others.

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: Training and experience equivalent to graduation from Grade 12 and one year of experience as a telecommunicator or public safety officer.

Required Licenses or Certificates: Successful completion of the P.O.S.T. Certified Basic Police Dispatcher's course within the first year of employment. Possession of a valid California Class C driver's license.

Working Conditions: Requires working rotating shifts, including nights, weekends and holidays.

Established 2004

Revised

CLASS SPECS

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